

GOVT. OF NCT OF DELHI
NEHRU HOMOEOPATHIC MEDICAL COLLEGE & HOSPITAL
B-BLOCK, DEFENCE COLONY, NEW DELHI-110024

Manual 4

Norms set for the discharge of functions

[Section 4 (1) (b) (iv)]

Details of norms and standards set out can be given in respect of various activities.

**Norms and Standards set for discharge
of functions for Patient Care in OPD**

Norms set for discharge of functions :

1. Patient examination, investigation and treatment in OPD, indoor as per HomeopathicPrincipals .
2. Purchase Section : As per the Rules laid down in GFR
3. Planning Section : As per the requirements.
4. Accounts branch : As per the Rules laid down in GFR
5. Clinical meetings : Clinical meetings / Seminars/ Conferences/ Training Sessions are organized at regular intervals and rare and interesting cases are discussed among facultymembers including house physicians and Senior resident doctors.

S. No.	Activity	Time Frame/Norm
1.	Registration of Case	5-10 minutes
2.	Doctor's consultation	Acute case : 10 minutes Chronic case : 30-45 minutes
3.	Referral for Investigations (Blood, Urine, X- Ray and Ultrasound)	After case taking, if required.
4.	Dispensing of medicines	5-10 minutes

MANUAL-4**General OPD**

Name of OPD	Day's of OPD
Medicine (Medical OPD)	Daily
Gyneacology	Mon,Tue,Thurs, Fri, Sat
Pediatric	Mon, Wed Thurs
Dental	Mon,Wed, Fri
A.N.C	Daily
Eye OPD	Wednesday Tuesday, Thursday
ENT OPD	Mon, Wed, Fri
Dietition	Mon, Sat
Phsiotherapy	Daily

Special OPD's

Name of OPD	Day's of OPD
Life style Disorder	Monday
Psoriasis	Tuesday
Respiratory Diseases	Tuesday
Gynecological Disorder	Wednesday
Vitiligo	Thursday
Renal Gall stones	Friday
Pediatric diseases	Friday
Geriatrics	Saturday
Rheumatoid Arthritis	Saturday
Osteoarthritis	Saturday
Psychatric Disorder	Wednesday
Physiotherapist	Mon, Wed &Friday

Working hours

OPD Timings	Timing Monday to Friday	Timing Saturday &Sunday
Opd registration timings	8:45 am to 3.00 pm	8:45 am to 12.30 pm
Consultation Timings	9:00 am to 4.00 pm	9:00 am to1.00 pm
College Time	9:00 am to 4.00 pm	9:00 am to1.00 pm
Administrative Time	9:00 am to 4.00 pm	9:00 am to1.00 pm

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Grievances redressal officer/Nodal Officer(OPD): Grievance are looked into and addressed immediately. (RTI/PGMS/CPGRAMS/LG Listening)

APPLICATION UNDER RIGHT TO INFORMATION ACT.

Patients or general public can seek various types of information, like, copy of caserecord, copy of discharge slip.etc under RIGHT TO INFORMATION ACT.

Procedure: - The Application, in the prescribed format is to be submitted to the PRO, available in the OPD Enquiry. The application should carry the reference numbers – CR number etc & should also be duly signed by the applicant seeking the information. PRO offers all the possible assistance in filing up of the application form.

Fee: - Rs. 10/- is charged for the first page and Rs. 2/- per page for additionalpages.

Time frame: - Requisite information is provided within maximum of 30 days.

Contact/Status Inquiry: - Public information Officer
Nehru Homeopathic Medical College & Hospital , B-Block, Defence Colony, New Delhi-110024

COMPETENT AUTHORITY: - M.S/H.O.D Nehru
Homeopathic Medical College & Hospital , B-Block,
Defence Colony, New Delhi-110024

FAQ

Q. Can I get the copy of Medical record?

Ans. Yes.

Q. Can I get records of any other person?

Ans. No, the records of patients are confidential and provided only to the patient or his/her duly authorized attendant.

Q. Can the information be denied?

Ans . Yes, if the competent authority decides so. The reasons for not providing theinformation are duly communicated in writing.